

Triangle of Care

Annual Report

2020-2021



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1. Introduction

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW) provides mental healthcare and disability services across the North East and North Cumbria. The Trust serves a population of approximately 1.7 million, providing services across an area totaling 4,800 square miles.

Our Trust continues to deliver high quality, sustainable services for our local communities, to meet our service user and carer needs through structured geographically services in known as North Cumbria, North (Northumberland, North Tyneside), Central (Newcastle and Gateshead), and South (South Tyneside and Sunderland) Localities. By working in this way it allows us to focus more on local populations and service user and carer needs.



CNTW's 'Together, Service User and Carer Involvement Strategy' aims to ensure that, along with service users, carers are at the heart of everything the Trust does. Service delivery and design is central to the strategy with outer links such as training, what's working well and why, communication, leadership, workforce and recruitment all seen as ways of involving carers, maintaining ToC momentum and shifting our culture.

In August 2016 we were rated 'outstanding' by the [Care Quality Commission](#), one of the first mental health Trusts in the country to achieve this. In 2018 we were again awarded an outstanding rating.

The Trust works from more than 70 sites across the locality care groups, employing more than 8,000 people. We also run a number of regional and national specialist services and along with partners, we deliver support to people in their own homes, and from community and hospital-based premises.

Our main sites are:

St. Nicholas Hospital, Newcastle upon Tyne
St George's Park, Morpeth, Northumberland
Northgate Hospital, Morpeth, Northumberland
Ferndene, Prudhoe, Northumberland
Walkergate Park, Newcastle upon Tyne
Hopewood Park, Sunderland
Monkwearmouth Hospital, Sunderland
Carleton Clinic, Cumbria



2. Purpose of the report

This report will provide details in respect of the Trust's progress against Triangle of Care standards, across the Trust and each locality, demonstrating the continued commitment to meaningfully involve carers.

The original Triangle of Care Guide was launched in July 2010 by The Princess Royal Trust for Carers (now Carers Trust) and the National Mental Health Development Unit to highlight the need for better involvement of carers and families in the care planning and treatment of people with mental ill-health (Carers Trust, 2020). The Triangle of Care was developed to address the clear evidence from carers that they need to be listened to and consulted more closely.

The Triangle of Care identifies six key standards required to achieve better collaboration and partnership with carers. The six key standards state that:

- 1. Carers and the essential role they play are identified at first contact or as soon as possible thereafter**
- 2. Staff are 'carer aware' and trained in carer engagement strategies**
- 3. Policy and practice protocols regarding confidentiality and sharing information are in place**
- 4. Defined post(s) responsible for carers are in place**
- 5. A carer introduction to the service and staff is available, with a relevant range of information across the care pathway**
- 6. A range of carer support services is available**

The Triangle of Care self-assessment tool enables health providers to assess their services on a ward by ward or team by team basis. Each service area in each Locality has a responsibility to review the self-assessment tool and provide details on the status of Triangle of Care action plans to demonstrate how the Triangle of Care standards continue to be implemented, progressed and developed.

CNTW has been awarded a Triangle of Care Gold Star Award. The award recognises the Trusts commitment to ensuring all staff adopt good practice when working with carers and families.



3. Progress and Development

Carer Champions



Carer Champions remain vital to the successful implementation of the Triangle of Care in wards and community teams. Supporting carer engagement and involvement is everyone's responsibility; however, a Carer Champion is a member of staff who is willing to act as a key contact for carer information for the team where they work.

There are nearly 400 Carer Champions deployed over the 4 localities of the Trust. They ensure that all members of their team are made aware of Triangle of Care standards, best practice, and carer legislation, and keep them informed of local carer services and events. They also ensure that their team has sufficient information to enable each member to involve and inform carers in accordance with the principles of 'Working together to support the person you care for'.

COVID-19 Carer Experience Survey

A Trust wide consultation to understand the impact of the COVID-19 pandemic on carers, saw the Trust launch a carer experience survey in June 2020. The survey focused on 5 main areas:

1. **Mental wellbeing before the pandemic**
2. **How mental wellbeing has been affected by the pandemic**
3. **Experience of accessing services during the pandemic**
4. **How services have changed during the pandemic**
5. **Learning from experiences**

A summary of the 153 responses received is outlined in the paper at Appendix 3.

COVID-19 Carer Experience Survey

A NICE baseline assessment was undertaken against NG 150 Supporting Adult Carers (Quality Standard 200), alongside Triangle of Care standards, was considered by a joint focus group of carers and staff, to identify areas for improvement. A key finding related to the consistency and quality of carer awareness training across the Trust.

3. Progress and Development

Carer Awareness Training



The core principles of the Trust's carer awareness training went through a robust co-production and redesign process following this baseline assessment. The updated version of our training, is now mandatory for clinical services and best practice for non-clinical services.

The slide set (attached right) provides a section for the addition of Locality and/or service specific information, to enable local details to be included in presentations. The training continues to be co-delivered with carer representative.

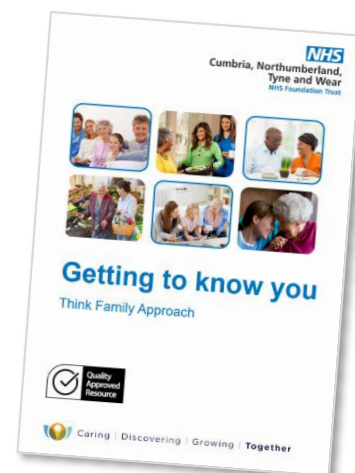


Carer Awareness Training Core Princi

Getting to know you (process)

Getting to know you – is a Trust wide process followed to get to know the carer of the person being cared for. From when a person comes into contact with Trust services, our staff aim to gain a better understanding of the patient's background and family circumstances as well as identifying more quickly the patients main carer(s). This is a constant and ongoing process.

[Getting-to-know-you.pdf](#)



Carer Leads (role)

Carer Leads sit within their service. They facilitate monthly meetings with their Clinical Lead, and Patient and Carer Involvement Facilitator, to review and embed the involvement of carers. Some services utilise a 'Carer Strain Index' in their support process to carers.

Peer Supporter (role)

Carer focussed peer support roles provide additional support and signposting to carers.

3. Progress and Development

Family Ambassador (role)

Family Ambassador posts being rolled out in Children and Young People's Services to support carers and families through services.

Patient and Carer Involvement Facilitator (role)

Facilitate involvement activities across the Trust in areas such as the recruitment of staff at all levels, service design and consultation projects, through the Service User and Carer Involvement Bank. They also facilitate carer training opportunities, and carer forums.

Family Clinics (opportunity)

Some services hold Family Clinics or offer Family Therapy, which allow dedicated time for carers to explore their needs and give views on care and treatment.

Carer Awareness 'train the trainer' (opportunity)

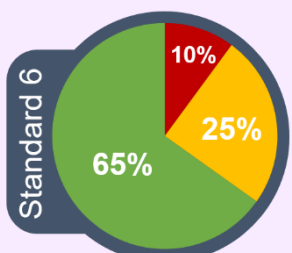
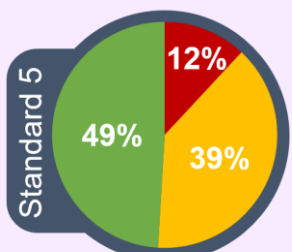
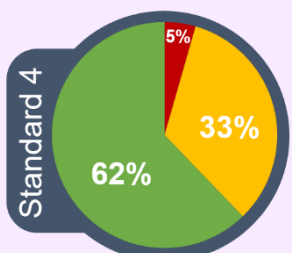
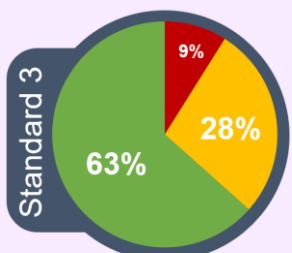
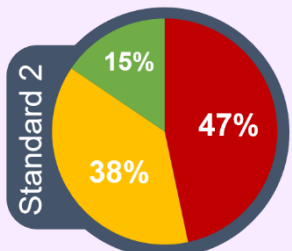
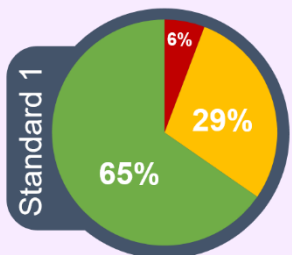
Carer awareness 'train the trainer' training, offered to carers. Carer Champions and Leads facilitate training to staff in their services with carers co-facilitating delivery.

Carer Support Groups (opportunity)

All localities host a number of Carer Support Groups, facilitated by Carer Champions, Carer Leads, Involvement Leads and/or Involvement Facilitators, set in a specific service or a geographical area. Staff engage jointly with carers and local carer agencies to bring an understanding of current support services and processes, and act as a communication link to bring carer views back into the service. The Trustwide **Service User and Carer Reference Group** is a bi-monthly opportunity for carers, which provides learning, consultation and feedback of their views directly to the senior management team who attend.



3.1 North Cumbria Locality

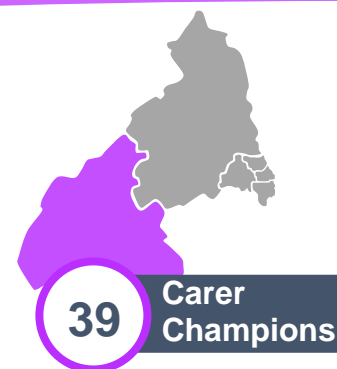


Carer Champions and Involvement Leads continue to engage with local carer agencies to encourage attendance at the monthly Carer Support Group, this has proven beneficial in supporting external carer agency and carer understanding of current services and processes, furthermore acting as a communication link to bring carer feedback back into the service.

Older Adult Community Teams have dedicated Carer Leads within their service. They facilitate monthly meetings with their clinical lead, and Patient and Carer Involvement Facilitator, to review and embed involvement. This service utilises a Carer Strain Index in their support process.

Peer Supporters complete the 15-Step Challenge within Hadrian services, which focus on seeing care through a patient or carer's eyes, and exploring their first impressions. A project to roll-out this process to wider services will include carer involvement.

Carer awareness 'train the trainer' training was delivered on the 24th November 2020, which included collaboration from carers, and local third training to staff in their services with Peer Supporters and carers co-facilitating the delivery. The Trust's 'Getting to Know You' process is included within the carer awareness training.



Good practice and challenges

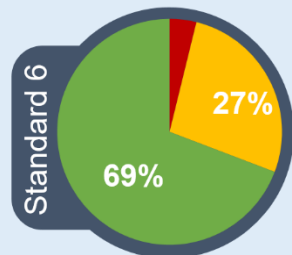
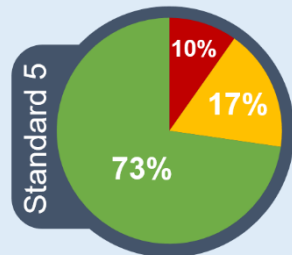
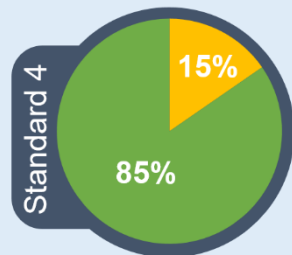
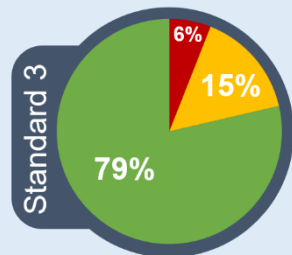
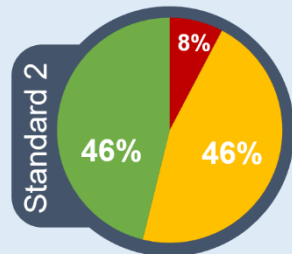
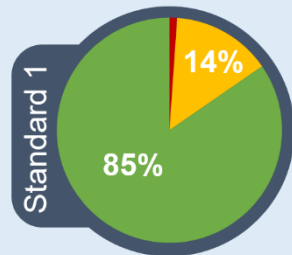
Good Practice

- There are currently 39 Carer Champions across 3 Clinical Business Units in the North Cumbria Locality.
- Services are in the process of installing 'at a glance' boards which will highlight when carer contact has been made.
- Introduction of Carer Peer Supporter role within the Inpatient CBU, who brings extensive carer experience.
- Inpatient services have sent carers 'boxes of love' which includes photograph updates of their loved ones (also emailed)
- Inpatient services hold family clinics, which allow dedicated time for carers to explore their needs and give views on care and treatment.

Challenges

- **Dedicated PALS** service not in place for North Cumbria, therefore support remains unclear which causes carers some concern.
- **Carer involvement variations** both between and within services – the level and quality of this is dependent on staff skills and confidence – carer awareness training will target this.
- **Developing wider carer involvement** in services – including involvement in recruitment and views through points of you questionnaire.

3.2 North Locality



All Community and Access services have completed an up to date self-assessment document. The wards have produced returns around pathways, which is being explored further. The documents are examined at each ToC meeting where sections and ratings are discussed in order to support and share good practice.



In the North locality, a Triangle of Care Locality Group meets bi-monthly, with clinical staff, carers, Northumberland Carers, the ToC Service Leads, and Carer Champions. However during the pandemic this meeting was stood-down, on occasion, to allow for increased clinical service needs.

Carer awareness training has been rolled out in partnership with Carers Trust organisations in both North Tyneside (NT) and Northumberland. The Triangle of Care Locality Group, has representation at both NT and Northumberland Carers Partnership Boards.

Carer feedback regarding the Trust's Getting to Know You (GTKY) process, highlighted key discussion points for locality and Trustwide meetings with the ToC meeting agreeing that carers must be made aware that this information is being recorded. Actions also contributed to further GTKY project work.

Good practice and challenges

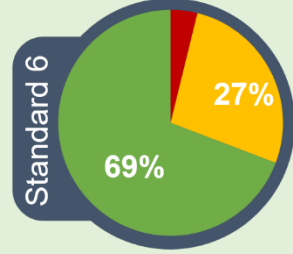
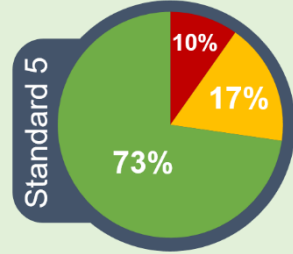
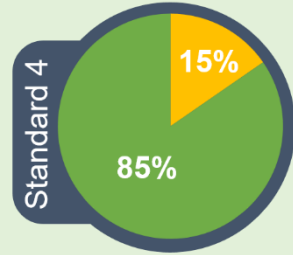
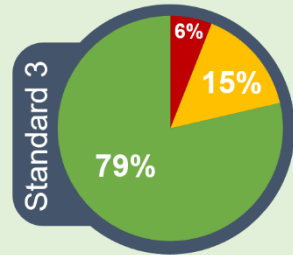
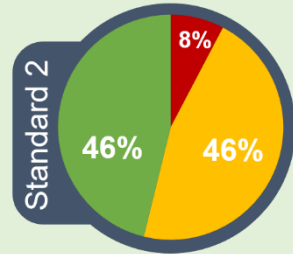
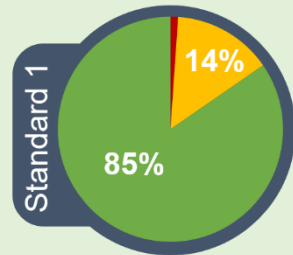
Good Practice

- Inpatient carers group has continued to run throughout COVID by moving to an online forum and attendees have increased, partly due to out of area carers finding it easier to attend.
- Older Adults Service interviews with carers exploring how they feel the level of support was for them over the last year. This has highlighted changes required at a clinical level which were shared with the Locality through North's Quality Standards Group.
- Delivery of common sense confidentiality sessions in addition to an information session on carers rights day.
- The ToC Group is instrumental in maintaining momentum, monitoring ToC action plans and sharing good practice.

Challenges

- **Pandemic** staff resource implications meant the North bi-monthly Locality Involvement and Experience Group meeting had to be stood down, at times, to allow for increased clinical service needs, in line with organisational recommendations (OPAL guidance).
- **Locality Involvement and Experience Group attendance** was hampered due to increased service pressures.
- **ToC criteria** not appropriate for some services such as Northumberland / North Tyneside Recovery Partnership (NRP) (NTRP), where advanced directives are not applicable.

3.3 Central Locality



External Carer Centre staff and the Local Authority Carers Lead Officer attend the Central Community and Access Carer Champion Forum, as well as distributing carer's information via Clinical Business meetings and via emails.

All Inpatient wards have Carers Champions, and also a Carers Lead across the wards as a point of contact, as well as a Peer Supporter.

A newly developed Confirm and Challenge Group has been established within Secure Care to support service user and carer involvement within The New Care Model Provider Collaborative. Representation is from all areas, including a carer with lived experience of Secure Care (this is a paid role), attend this group. Secure Care host a number of involvement groups lead by the Senior Peer Supporter and will continue to promote carer involvement.

Carers are fully involved in the assessment process of our Quality Network annual review by the Royal College of Psychiatry. They are supported by Peer Supporters to provide feedback on the service and attend feedback meetings for the review. Actions are developed to improve Carer involvement within our services, we regularly receive positive feedback in relation to supporting Carers.



Good practice and challenges

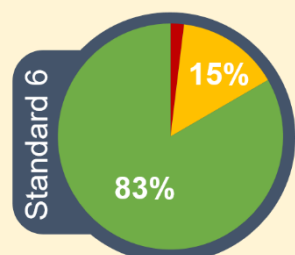
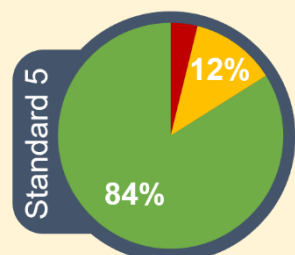
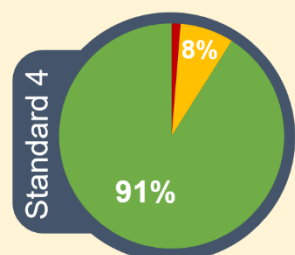
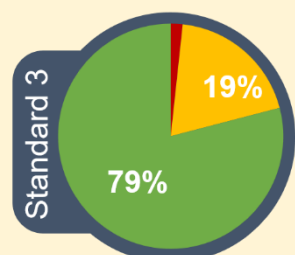
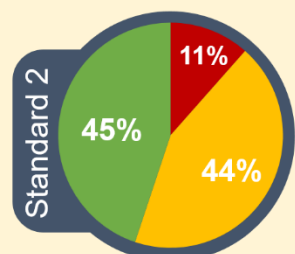
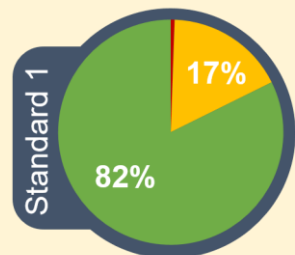
Good Practice

- The separate carer tab on the new version of RiO has improved the recording of carer contact. Action plans can be produced from reviewing the document.
- Carer champions regularly audit carer documentation and information such as 'Getting to Know You'.
- Bambrugh Clinic and Tyne Mental Health continue to develop a carer newsletter every three months. This is service user led and feedback for improvements from carers is sought.
- Services have links with all local carer's centres and can sign post carers who are out of area to their own local centres.

Challenges

- **COVID Pandemic** – Carers need more support than ever, with support staff and clinicians expediting this via telephone, video and face to face contact.
- **Accessibility to carer support groups** which are now taking place via Teams or Zoom, and many elderly carers don't always know how to use technology or have access to required equipment.
- **Cultural needs** of carers indicated in self-assessment results (where amber is mostly specified in RAG results), as well as translating information provided to carers whose first language is not English.

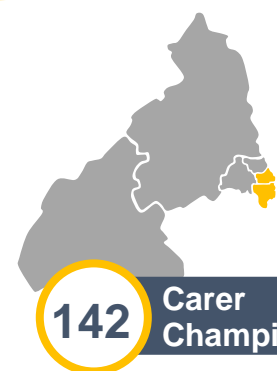
3.4 South Locality



South Locality facilitates formal Triangle of Care (ToC) meetings that are attended by CNTW staff, representatives from carer organisations and carer governors. In both 2020 and 2021, the group met to formally review our position in undertaking organisational change and adherence to the 6 standards. Membership invitations went to the Service User and Carer Involvement bank, and all carer organisations in the locality.

Covid-19 had a significant impact upon the involvement of carers, particularly in visiting loved ones in hospital. Technological solutions were employed to great effect, however services recognised the economic disparity prior to and since the pandemic. Simple ideas like sending postcards from hospital wards to loved ones has had huge positive outcomes for some carers.

South Locality has monitored progress by continuing to meet virtually on a monthly basis at the Locality Patient and Carer involvement and Experience group. In addition the ToC forum meets bi-monthly to review standards, share practice, and introduce ideas and future plans.



Good practice and challenges

Good Practice

- Referrals to planned care services are triaged by clinicians and information is gathered including identifying carers and seeking carer views. This has resulted in an increase in positive feedback.
- Virtual carer meetings have taken place across many services including Older Adults and CYP's.
- Teams using accessible care plans for carers
- Walkergate Park using onsite accommodation to support and prepare carer for leave and discharge
- Home treatment offering separate carer appointments
- Activity packs for carers were developed and created in response to reduction of voluntary sector.
- Single point of contact to co-ordinate carer visits to wards
- Carer representative sharing experience with community team

Challenges

- **Time and resource** available to dedicate more time to each team within the locality to support their ideas, and help them to develop plans to embed carer involvement. This challenge has been resolved in part by increasing the number of Carer Leads in teams, and the formation of subgroups within CBU pathways. This has increased the support to teams in keeping ToC alive.

4. Future Planning

Carers Conference

The number of carers is set to increase and the pressure on families to care in their own homes, particularly for spouses and partners, is growing significantly. The Trust will improve learning, and links with carer organisations and carers, in a planned Carer Conference in 2022.

Staff Carer Awareness Training Core Principals

The Trust's Training Academy record attendance at 3-yearly Staff Carer Awareness Training, on staff dashboards, from April 2021. Monitoring in respect of the delivery of this mandatory training programme will be carried out to assess progress across the Trust.

Trust's Carers Charter

The Charter details how we work in partnership with carers to make sure they and families are fully involved in their loved one's care and treatment from day one, to ensure their knowledge and experience of the service user is taken into account. A review of the Trust's Carers Charter (provided as an embedded document below) will be undertaken by a forum of carers, third sector organisations and Trust staff.



Carers Charter -
Final -10.06.08.doc



5. Overview

The Trust has in place a robust Patient and Carer Involvement and Experience Governance Framework which underpins the 'Together, Service User and Carer Involvement Strategy'.

Trust services are committed to maintaining and enhancing a network of Carer Champions covering all Inpatient and Community Services. The network is coordinated by Clinical Managers, Community Modern Matrons, and supported by the Patient and Carer Involvement Facilitators.

Supporting and engaging with the carers of service users is the responsibility of all staff, with our Carer Champions, Carer Leads and Peer Supporters playing a vital part in the successful implementation of the Triangle of Care. They continue to find many creative ways to keep service users and their carers connected.

Common themes threaded through all locality reports include the increased use of online contact utilising Teams and Zoom calls, the improved 'Getting to Know You' process, carer awareness training and the increasing involvement of our carers. More importantly reporting through the Governance Framework provides demonstrable evidence of the continued embedding of the Triangle of Care process and improving standards across our Trust.



Appendix 1

CNTW: Locality Triangle of Care Self-Assessment Returns

North Cumbria Locality - 15 ward submissions				
	Red	Amber	Green	Totals
Standard 1	6	30	68	104
Standard 2	21	17	7	45
Standard 3	12	37	85	134
Standard 4	2	15	28	45
Standard 5	19	62	78	159
Standard 6	9	22	58	89
Totals	69	183	324	576

North Locality - 13 ward submissions				
	Red	Amber	Green	Totals
Standard 1	1	13	77	91
Standard 2	3	18	18	39
Standard 3	7	18	92	117
Standard 4	0	6	33	39
Standard 5	14	25	104	143
Standard 6	3	21	54	78
Totals	28	101	378	507

Central Locality - 33 ward submissions				
	Red	Amber	Green	Totals
Standard 1	0	28	203	231
Standard 2	9	48	41	98
Standard 3	3	31	261	295
Standard 4	0	5	94	99
Standard 5	3	41	319	363
Standard 6	1	23	174	198
Totals	16	176	1092	1284

South Locality - 26 ward submission				
	Red	Amber	Green	Totals
Standard 1	1	31	149	181
Standard 2	9	34	35	78
Standard 3	4	45	185	234
Standard 4	1	6	71	78
Standard 5	11	35	240	286
Standard 6	3	23	130	156
Totals	29	174	810	1013



Staff Carer Awareness Training

Summary Guide

Introduction - Why Carer Awareness Training?

Cumbria, Northumberland Tyne and Wear NHS Foundation Trust (CNTW) co-produced the Staff Carer Awareness Training, with our service users and carers, in order to improve engagement between staff and carers.

The training provides a set of Core Principles on how staff should work with carers, families and friends. A template slide-set has been carefully produced to reflect best practice and the Trust's commitment to carers, in line with Triangle of Care and NICE standards.

Who manages the content and updates?

The Patient and Carer Involvement Service has overall responsibility for the design of the staff Carer Awareness Training package, whilst delivery is the responsibility of the Localities.

It is essential that the Core Principles slide-set is not altered in anyway, to ensure consistency of delivery across the Trust. Locality specific information, such as local carer organisations, should be added to the identified open slides provided after the Core Principles slide-set. Any suggested improvements to this training must be communicated to the Patient and Carer Involvement Service.

How is the content to be disseminated?

Each locality will develop a training delivery plan to ensure that all clinical staff receive carer awareness training on a 3-yearly basis. Planning will include, the identification of appropriately experienced staff as Training Facilitators, as well as carers to co-facilitate delivery. Local information such as carer organisations should be added as additional slides to the training slide-set. As a measure of good practice, it is suggested that every member of staff in the locality should receive the Carer Awareness Training. Consideration should be given to: How many staff the training is anticipated to reach each quarter? Will there be caps on numbers of attendees per training session?

Appendix 2

What about co-delivery?

All training sessions must be co-delivered with carer representation. This may include someone from a carer's organisation and/or a carer from the Involvement Bank. Involvement requests should be submitted to: involvement@cntw.nhs.uk. Where this is not possible, a member of staff with carer experience, who is willing to offer a carers perspective, could be considered for co-delivery.

How will attendance be recorded?

The respective Locality is responsible for ensuring that Facilitators utilise the standard Carer Awareness Training Attendance Record (register). The register must record details of the training session and the attendees. Localities should retain a copy for their records and **must** forward a copy to: cntwacademy@cntw.nhs.uk, to be entered on staff records.

How will the training be evaluated?

The respective Locality is responsible for the evaluation of their Carer Awareness Training sessions. Consideration should be given to the evaluation of the training delivery and content, in addition to the longer term impact the training has on staff members practice.

Locality: Training Delivery Flow Chart

